

Post-Assessment Module Three: Interpersonal Skills

1. I know and understand the importance of interpersonal skills in the workplace.
Yes No
2. I know workplace problem solving skills.
Yes No
3. I know and understand the importance of conflict management.
Yes No
4. I know the 4 universally accepted approaches to conflict management.
Yes No
5. I know and understand the definition of compromise and how it applies to conflict management.
Yes No
6. I know what ACES stands for and how it applies to solving conflicts.
Yes No
7. I know techniques to practice conflict management skills.
Yes No
8. I understand how perception impacts self and systems.
Yes No
9. I know interpersonal techniques and behaviors.
Yes No
10. I know and understand servant leadership in the workplace.
Yes No

Name:
Date